

Appendix 3: Continuous Improvement Plan

Continuous Improvement Plan

Outcomes might not change from year to year. For example, if you have not met previous targets, you may wish to retain the same outcomes. *If this is an academic, workforce, or continuing education program, you must have at least one student learning outcome.* You may also add short-term administrative, technological, assessment, resource or professional development goals, as needed.

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Name of Program/Unit: Financial Aid

Contact name: Alan Pixley

Contact email: apixley@collin.edu

Contact phone: 972-758-3842

Table 1: CIP Outcomes, Measures & Targets Table (focus on at least one for the next two years)

A. Expected Outcome(s) Results expected in this unit (e.g. Authorization requests will be completed more quickly; Increase client satisfaction with our services)	B. Measure(s) Instrument(s)/process(es) used to measure results (e.g. survey results, exam questions, etc.)	C. Target(s) Level of success expected (e.g. 80% approval rating, 10 day faster request turn-around time, etc.)
Improve knowledge of Financial Aid staff through training and professional development.	Student Survey Report Spring 2021	4.55
Improve overall satisfaction with Financial Aid	Student Survey Report Spring 2021	4.50

Description of Fields in the Following CIP Tables:

A. Outcome(s) - Results expected in this program (e.g. Students will learn how to compare/contrast conflict and structural functional theories; increase student retention in Nursing Program).

B. Measure(s) - Instrument(s)/process(es) used to measure results (e.g. results of surveys, test item questions 6 & 7 from final exam, end of term retention rates, etc.)

C. Target(s) - Degree of success expected (e.g. 80% approval rating, 25 graduates per year, increase retention by 2% etc.).

D. Action Plan - Based on analysis, identify actions to be taken to accomplish outcome. What will you do?

E. Results Summary - Summarize the information and data collected in year 1.

F. Findings - Explain how the information and data has impacted the expected outcome and program success.

G. Implementation of Findings – Describe how you have used or will use your findings and analysis of the data to make improvements.

Table 2. CIP Outcomes 1 & 2 (FOCUS ON AT LEAST 1)

H. Outcome #1 Improve Knowledge of Financial Aid Staff	
I. Measure (Outcome #1) The Spring 2021 student survey will be used to measure the students' perceptions regarding the knowledge of the staff.	J. Target (Outcome #1) The target goal was met for the previous reporting period at 4.48 and the goal for the Spring 2021 survey is 4.55
K. Action Plan (Outcome #1) Staff members were asked to complete financial aid certifications from our national financial aid association. Staff completed 294 certificates over the past four years.	
L. Results Summary (Outcome #1) The Spring 2021 student survey showed a decrease in staff knowledge from 4.51 in 2019 to 4.44 in Spring 2021	
M. Findings (Outcome #1) The number of student survey taken decreased dramatically from 2019 (345) to 2021 (174). Covid-19 certainly caused us to be less available to students, at least face to face. We have also seen a significant increase in staff with the addition of four campuses. The addition of new staff members during a national pandemic could very well have contributed to the decrease.	
N. Implementation of Findings A plan has been developed to create a Financial Aid Advisor Training series. These trainings are targeted at helping to develop new financial aid advisors.	

A. Outcome #2 Improve overall satisfaction with Financial Aid by the student body.	
B. Measure (Outcome #2) The Spring 2021 student survey was used to measure the overall student satisfaction with financial aid services	C. Target (Outcome #2) The target was 4.38 in in 2019 with a goal of 4.5 for 2021
D. Action Plan (Outcome #2) Multiple training sessions to be scheduled during each long semester to provide training for staff.	
E. Results Summary (Outcome #2) The Spring 2021 survey showed a decrease from 4.38 to 4.28.	
F. Findings (Outcome #1) In reviewing all of the areas that are rated on the annual survey, it was discovered that 66% of the departments saw a drop in their overall score compared to the 2019 results. We will monitor the Spring 2023 survey to see if the numbers normalize; however, there was a 50% decrease in the number of students taking the survey. In addition, adding four campuses in a short period of time certainly caused most departments to experience a decrease in their ability to serve students as we saw experienced team members leave the legacy campuses and move to the new campuses. We	

weakened our legacy campuses by sending highly trained staff to smaller campuses. This is a short-term situation that should be corrected as we have been able to get back to our regular training this past year.

G. Implementation of Findings

We will continue to make customer service an emphasis in our annual training session. We have also made a change to the questions we are asking on the Qless (CougarQ) student survey. A random sampling of students are asking to complete a survey based on the service they received from our SES staff. We are now asking students to point out people who went above and beyond and their service. We also ask for students to tell us about staff that did not measure up to the student's expectation. The 2021-2022 survey for Financial Aid shows a 4.46 in knowledge of staff and a 4.41 in overall satisfaction. While we do not have a baseline from previous years, we believe this should be a comparable survey that indicates our numbers are already going back up.